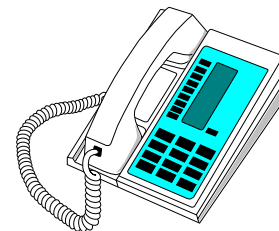


Medicaid Information: Phone Menu Options

Providers and clients can access information efficiently by using telephone menu options on the Medicaid Information Line.



Medicaid Information Line

In the Salt Lake City area, call **538-6155**.

In Utah, Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada, call toll-free:

1-800-662-9651

From other states, call **1-801-538-6155**.

The **main Medicaid information menu** has four options. See the options listed in the box to the right.

Telephone Menu Options

Options **1** and **3**, marked with a ☎ in the list below, are for Medicaid providers. Selections **2** and **4** are for Medicaid clients.

- ☎ **1 Verify client eligibility**
- 2 Client menu (for Medicaid clients)**
- ☎ **3 Health Care Provider**
- 4 HMO Information for clients**

Medicaid Providers: Telephone Menu Options **1** and **3** have a second menu. Each second menu option is described below.

☎ **1 Verify client eligibility**

The second menu offers two choices:

Press **1** for Access Now.

Press **2** for a Client Eligibility Verification agent

☎ **3 Health Care Provider**

The second menu offers seven choices:

Press **1** Transportation Team for prior approval of non-emergency transportation.

Press **2** Customer Service Representative.

Press **3** Prior Authorization Unit for information on written and telephone prior authorizations (approvals).

Press **4** Provider Enrollment Team for enrollment questions, changes in billing address, re-certification, or EFT (direct deposit).

Press **5** Electronic Billing Team for technical assistance with electronic claim submission (except pharmacy Point of Sale) and for electronic remittance advice.

Press **6** Pharmacy Team for assistance with Point of Sale.

Press **7** Program Integrity Unit

Press **9** Primary Care Donated Services

Hours of Operation:

Access Now is available 7 days a week: Monday through Saturday: 6:00 a.m. to midnight
Sunday: noon to midnight.

Medicaid Customer Service

Monday	8:00 a.m. - noon	1:00 p.m. - 5:00 p.m.
Tuesday	8:00 a.m. - noon	1:00 p.m. - 5:00 p.m.
Wednesday	8:00 a.m. - noon	1:00 p.m. - 5:00 p.m.
Thursday	11:00 a.m. - noon	1:00 p.m. - 5:00 p.m.
Friday	8:00 a.m. - noon	1:00 p.m. - 5:00 p.m.

Medicaid Prior Authorization Unit

Monday	8:30 a.m. - noon	1:00 p.m. - 4:30 p.m.
Tuesday	8:30 a.m. - noon	1:00 p.m. - 4:30 p.m.
Wednesday	8:30 a.m. - noon	1:00 p.m. - 4:30 p.m.
Thursday	not available in morning	1:00 p.m. - 4:30 p.m.
Friday	8:30 a.m. - noon	1:00 p.m. - 4:30 p.m.

State offices are closed on federal and state holidays.

On the reverse is a visual reference sheet to show the telephone menu options

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